

I. Ear Inspection (15%) – This area assesses the candidate’s ability to evaluate the external ear to determine the client’s need for a medical referral.

<i>Job Task</i>	<i>Associated Knowledge</i>
<ul style="list-style-type: none"> <li>Assess client’s external ear for blockage (e.g., cerumen, foreign object) to determine whether client needs to be referred to a physician.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to inspect client’s external ear.</li> <li>Knowledge of techniques used to conduct an otoscopic examination.</li> <li>Knowledge of symptoms indicating blockage in the ear.</li> <li>Knowledge of methods used to determine medical referral due to blockage.</li> <li>Knowledge of purposes for performing otoscopic examination.</li> </ul>
<ul style="list-style-type: none"> <li>Assess client’s external ear for signs of abnormalities to determine whether client needs to be referred to a physician.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to inspect client’s external ear.</li> <li>Knowledge of techniques used to conduct an otoscopic examination.</li> <li>Knowledge of anatomy of the ear.</li> <li>Knowledge of types of abnormalities that limit audiometric testing procedures.</li> <li>Knowledge of ear characteristics indicating abnormalities.</li> <li>Knowledge of ear characteristics indicating deformities.</li> <li>Knowledge of purposes for performing otoscopic examination.</li> </ul>
<ul style="list-style-type: none"> <li>Sanitize equipment by using disinfecting techniques prior to performing otoscopic examination on client.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of methods used to sanitize equipment used during otoscopic examination.</li> <li>Knowledge of types of products used to sanitize equipment.</li> </ul>
<ul style="list-style-type: none"> <li>Assess condition of client’s tympanic membrane to determine whether client needs to be referred to a physician.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of types of infections that require a medical referral.</li> <li>Knowledge of types of diseases that require a medical referral.</li> <li>Knowledge of laws and regulations pertaining to diseases requiring a medical referral.</li> <li>Knowledge of laws and regulations pertaining to infections requiring a medical referral.</li> <li>Knowledge of techniques used to conduct an otoscopic examination.</li> <li>Knowledge of anatomy of the ear.</li> <li>Knowledge of purposes for performing otoscopic examination.</li> <li>Knowledge of procedures used to assess the condition of the tympanic membrane.</li> <li>Knowledge of characteristics of normal and abnormal tympanic membranes.</li> </ul>
<ul style="list-style-type: none"> <li>Assess client’s external ear for signs of deformities to determine whether client needs to be referred to a physician.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to inspect client’s external ear.</li> <li>Knowledge of techniques used to conduct an otoscopic examination.</li> <li>Knowledge of anatomy of the ear.</li> <li>Knowledge of types of deformities that limit audiometric testing procedures.</li> <li>Knowledge of ear characteristics indicating deformities.</li> <li>Knowledge of purposes for performing otoscopic examination.</li> </ul>

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<i>Job Task</i>	<i>Associated Knowledge</i>
<ul style="list-style-type: none"> <li>Assess size, length, and direction of client’s ear canal by performing otoscopic examination.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to inspect client’s external ear.</li> <li>Knowledge of techniques used to conduct an otoscopic examination.</li> <li>Knowledge of anatomy of the ear.</li> <li>Knowledge of methods used to assess size, length, and direction of ear canal.</li> <li>Knowledge of purposes for performing otoscopic examination.</li> </ul>
<ul style="list-style-type: none"> <li>Assess client’s external ear for a collapsed canal to determine type of method to use during audiometric testing.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to inspect client’s external ear.</li> <li>Knowledge of techniques used to conduct an otoscopic examination.</li> <li>Knowledge of procedures used to determine whether client has collapsed canal.</li> <li>Knowledge of symptoms indicating collapsed canal.</li> <li>Knowledge of methods used to determine presence of collapsed ear canal.</li> <li>Knowledge of types of abnormalities that limit audiometric testing procedures.</li> <li>Knowledge of purposes for performing otoscopic examination.</li> </ul>

II. Audiometric Assessment (16%) – This area assesses the candidate’s ability to determine client’s hearing ability from pure tone and speech tests.

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
A. Tone Threshold (8%)	<ul style="list-style-type: none"> <li>Perform pure tone air conduction test to establish client’s pure tone air conduction thresholds.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to perform pure tone air conduction testing.</li> <li>Knowledge of purposes for performing pure tone air conduction testing.</li> </ul>
	<ul style="list-style-type: none"> <li>Perform pure tone bone conduction test to establish client’s pure tone bone conduction thresholds.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to perform pure tone bone conduction testing.</li> <li>Knowledge of purposes for performing pure tone bone conduction testing.</li> </ul>
	<ul style="list-style-type: none"> <li>Perform placement of test equipment on client to ensure accurate audiometric test results.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of operation and function of audiometric equipment.</li> <li>Knowledge of methods used to perform audiometric testing on client with collapsed canal.</li> <li>Knowledge of procedures used for testing clients with collapsing ear canals.</li> </ul>
	<ul style="list-style-type: none"> <li>Perform listening check of audiometric equipment to ensure functioning of equipment during audiometric test(s).</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of methods used to check function of audiometric equipment.</li> <li>Knowledge of operation and function of audiometric equipment.</li> </ul>
B. Masking (4%)	<ul style="list-style-type: none"> <li>Perform masking on client during pure tone air conduction testing when indicated during audiometric assessment.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used for masking during pure tone air conduction testing.</li> <li>Knowledge of principles for masking during pure tone air conduction testing.</li> <li>Knowledge of situations that require masking during pure tone testing.</li> </ul>
	<ul style="list-style-type: none"> <li>Perform masking on client during pure tone bone conduction testing when indicated during audiometric assessment.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of situations that require masking during pure tone testing.</li> <li>Knowledge of procedures for masking during pure tone bone conduction testing.</li> <li>Knowledge of principles for masking during pure tone bone conduction testing.</li> </ul>

II. Audiometric Assessment (16%) – This area assesses the candidate’s ability to determine client’s hearing ability from pure tone and speech tests.

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
C. Speech Stimuli (4%)	<ul style="list-style-type: none"> <li>Present speech stimuli to determine client’s most comfortable level (MCL) for speech.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of principles for establishing client’s most comfortable level (MCL) for speech.</li> <li>Knowledge of procedures for establishing client’s most comfortable level (MCL) for speech.</li> <li>Knowledge of purposes for establishing client’s most comfortable level (MCL) for speech.</li> </ul>
	<ul style="list-style-type: none"> <li>Present speech stimuli to determine client’s uncomfortable level (UCL/LDL) for speech.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of principles for establishing client’s uncomfortable level (UCL/LDL) for speech.</li> <li>Knowledge of procedures for establishing client’s uncomfortable level (UCL/LDL) for speech.</li> </ul>
	<ul style="list-style-type: none"> <li>Present pure tone stimuli to determine client’s threshold of discomfort (TD).</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of principles for establishing client’s threshold of discomfort (TD).</li> <li>Knowledge of procedures for establishing client’s threshold of discomfort (TD).</li> <li>Knowledge of purposes for establishing client’s threshold of discomfort (TD).</li> </ul>

III. Ear Impression (29%) – This area assesses the candidate’s ability to produce an accurate impression of the client’s ear.

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
A. Evaluate Ear Canal (9%)	<ul style="list-style-type: none"> <li>Evaluate client’s ear canal with otoscope to determine whether ear impression can be performed.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to take an ear impression.</li> <li>Knowledge of equipment used during an ear impression.</li> <li>Knowledge of procedures used to evaluate client’s ear canal before an ear impression.</li> <li>Knowledge of purposes for evaluating client’s ear canal before an ear impression.</li> <li>Knowledge of procedures used to evaluate client’s ear prior to placing blocking material (i.e., cotton dam) during an ear impression.</li> <li>Knowledge of procedures used to take ear impressions on clients with mastoid cavities.</li> </ul>
	<ul style="list-style-type: none"> <li>Evaluate client’s ear canal with otoscope to determine type and size of blocking material (i.e., cotton dam) to use during ear impression.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to evaluate client’s ear canal before an ear impression.</li> <li>Knowledge of purposes for evaluating client’s ear canal before an ear impression.</li> <li>Knowledge of different size blocking material (i.e., cotton dam) to use during an ear impression.</li> <li>Knowledge of methods used to determine size of blocking material (i.e., cotton dam) needed to insert into client’s ear during an ear impression.</li> </ul>
	<ul style="list-style-type: none"> <li>Evaluate client’s ear canal with otoscope to determine placement of blocking material (i.e., cotton dam) before ear impression.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of purposes for evaluating client’s ear canal before an ear impression.</li> <li>Knowledge of different size blocking material (i.e., cotton dam) to use during an ear impression.</li> <li>Knowledge of purposes for using blocking material (i.e., cotton dam) during an ear impression.</li> <li>Knowledge of procedures used to insert blocking material (i.e., cotton dam) into client’s ear during an ear impression.</li> <li>Knowledge of methods used to evaluate placement of blocking material (i.e., cotton dam) in client’s ear.</li> <li>Knowledge of purposes for evaluating placement of blocking material (i.e., cotton dam) in client’s ear.</li> </ul>
	<ul style="list-style-type: none"> <li>Evaluate client’s ear canal following an ear impression to determine that client’s ear canal is clear from injury and ear impression material(s).</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to take an ear impression.</li> <li>Knowledge of methods used to evaluate client’s ear canal following ear impression procedures.</li> <li>Knowledge of purposes for evaluating client’s ear canal following ear impression procedures.</li> <li>Knowledge of procedures used to care for client’s ear canal following ear impression procedures.</li> </ul>

III. Ear Impression (29%) – This area assesses the candidate’s ability to produce an accurate impression of the client’s ear.

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
B. Procedures (11%)	<ul style="list-style-type: none"> <li>Insert blocking material (i.e., cotton dam) into client’s ear canal to protect client’s ear during ear impression.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to take an ear impression.</li> <li>Knowledge of equipment used during an ear impression.</li> <li>Knowledge of purposes for using blocking material (i.e., cotton dam) during an ear impression.</li> <li>Knowledge of procedures used to insert blocking material (i.e., cotton dam) into client’s ear during an ear impression.</li> <li>Knowledge of implements used to insert blocking material (i.e., cotton dam) into client’s ear during ear impression.</li> </ul>
	<ul style="list-style-type: none"> <li>Insert ear impression material into client’s ear to develop an ear impression.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to take an ear impression.</li> <li>Knowledge of types of impression material used during an ear impression.</li> <li>Knowledge of equipment used during an ear impression.</li> <li>Knowledge of procedures used to insert ear impression material to make ear impression.</li> </ul>
	<ul style="list-style-type: none"> <li>Sanitize equipment by using disinfecting techniques prior to performing ear impression on client.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to take an ear impression.</li> <li>Knowledge of hygienic procedures to be followed when making ear impression.</li> </ul>
	<ul style="list-style-type: none"> <li>Evaluate placement of blocking material (i.e., cotton dam) with otoscope to verify accurate placement in client’s ear.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to take an ear impression.</li> <li>Knowledge of procedures used to insert blocking material (i.e., cotton dam) into client’s ear during an ear impression.</li> <li>Knowledge of methods used to evaluate placement of blocking material (i.e., cotton dam) in client’s ear.</li> <li>Knowledge of purposes for evaluating placement of blocking material (i.e., cotton dam) in client’s ear.</li> </ul>
	<ul style="list-style-type: none"> <li>Inform client about ear impression procedures to make client aware of sensations.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of methods used to inform client about ear impression procedures.</li> <li>Knowledge of methods used to inform client about sensations that may occur during ear impression procedures.</li> <li>Knowledge of methods used to determine whether client understands ear impression procedures.</li> <li>Knowledge of types of sensations client may feel during an ear impression.</li> <li>Knowledge of signs of client discomfort during an ear impression.</li> </ul>

III. Ear Impression (29%) – This area assesses the candidate’s ability to produce an accurate impression of the client’s ear.

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
C. Remove Ear Impression (4%)	<ul style="list-style-type: none"> <li>• Verify curing of ear impression prior to removing client’s ear impression.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of methods used to verifying curing of ear impression.</li> <li>• Knowledge of purposes for verifying curing of ear impression.</li> <li>• Knowledge of techniques used to remove ear impression.</li> </ul>
	<ul style="list-style-type: none"> <li>• Break seal of client’s ear impression prior to removing ear impression.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of procedures used to take an ear impression.</li> <li>• Knowledge of techniques used to remove ear impression.</li> </ul>
D. Evaluate Ear Impression (5%)	<ul style="list-style-type: none"> <li>• Evaluate client’s ear impression to determine whether ear impression needs to be retaken.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of purposes for developing an ear impression.</li> <li>• Knowledge of methods used to evaluate ear impression mold(s).</li> <li>• Knowledge of purposes for evaluating ear impression mold(s).</li> <li>• Knowledge of techniques used to determine if ear impression is an accurate representation of the ear.</li> </ul>
	<ul style="list-style-type: none"> <li>• Evaluate client’s ear impression to determine irregularities that need to be indicated.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of methods used to evaluate ear impression mold(s).</li> <li>• Knowledge of purposes for evaluating ear impression mold(s).</li> <li>• Knowledge of techniques used to determine if ear impression is an accurate representation of the ear.</li> <li>• Knowledge of types of modifications that need to be made to ear impression mold(s).</li> <li>• Knowledge of types of anatomical irregularities found on ear impression mold(s).</li> </ul>
	<ul style="list-style-type: none"> <li>• Evaluate client’s ear impression to determine whether modifications (e.g., trimming canal length) need to be made to the ear impression.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of methods used to evaluate ear impression mold(s).</li> <li>• Knowledge of types of modifications that need to be made to ear impression mold(s).</li> <li>• Knowledge of procedures used to make modifications on ear impression mold(s).</li> <li>• Knowledge of procedures used to identify desired shell modifications on ear impression mold(s).</li> </ul>

IV. Evaluating Hearing Instruments (9%) – This area assesses the candidate’s ability to determine whether hearing instruments meet manufacturer and dispenser specifications.

<i>Job Task</i>	<i>Associate Knowledge</i>
<ul style="list-style-type: none"> <li>Evaluate hearing instrument to verify function(s) of the hearing instrument.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of types of hearing instrument function(s).</li> <li>Knowledge of methods used to verify function(s) of the hearing instrument.</li> <li>Knowledge of purposes for verifying function(s) of hearing instruments.</li> <li>Knowledge of listening check procedures used when evaluating hearing instrument performance.</li> <li>Knowledge of methods used to evaluate function of telecoil of hearing instrument.</li> <li>Knowledge of purposes for evaluating function of telecoil of hearing instrument.</li> </ul>
<ul style="list-style-type: none"> <li>Evaluate physical characteristics of hearing aid to determine whether instrument is damaged or has rough edges that need repair.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of methods used to evaluate physical characteristics of hearing instrument.</li> <li>Knowledge of purposes for evaluating physical characteristics of hearing instrument.</li> <li>Knowledge of types of hearing instrument physical characteristics that need repair.</li> </ul>
<ul style="list-style-type: none"> <li>Evaluate physical characteristics of behind the ear (BTE) earmold to determine whether earmold is damaged or has rough edges that need repair.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of methods used to evaluate physical characteristics of earmold.</li> <li>Knowledge of purposes for evaluating physical characteristics of earmold.</li> <li>Knowledge of types of physical characteristics of earmold that need modification.</li> </ul>
<ul style="list-style-type: none"> <li>Preprogram digital hearing instrument by entering the client’s audiometric test results prior to client’s fitting appointment.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to preprogram digital hearing instrument prior to client fitting.</li> <li>Knowledge of audiometric test results that effect preprogramming digital hearing instrument.</li> </ul>
<ul style="list-style-type: none"> <li>Evaluate hearing instrument to determine whether internal feedback is present.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of listening check procedures used when evaluating hearing instrument performance.</li> <li>Knowledge of methods used to evaluate whether internal feedback is present in hearing instrument.</li> <li>Knowledge of purposes for evaluating whether internal feedback is present in hearing instrument.</li> <li>Knowledge of procedures used to identify causes of feedback in a hearing instrument.</li> </ul>
<ul style="list-style-type: none"> <li>Evaluate volume control of hearing instrument to determine whether it meets manufacturer specifications.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of type of hearing aid characteristics for each hearing instrument.</li> <li>Knowledge of listening check procedures used when evaluating hearing instrument performance.</li> <li>Knowledge of methods used to evaluate volume control of hearing instrument.</li> <li>Knowledge of purposes for evaluating volume control of hearing instrument.</li> </ul>

V. Fitting (20%) – This area assesses the candidate’s ability to validate fitting and instruct client in care and use of hearing instrument.

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
A. Client Counseling (6%)	<ul style="list-style-type: none"> <li>Insert hearing instrument into client’s ear to verify physical fit of hearing instrument.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to physically fit client’s hearing instrument.</li> <li>Knowledge of methods used to determine whether hearing instrument is a comfortable fit for client.</li> </ul>
	<ul style="list-style-type: none"> <li>Inform client about potential experiences from wearing hearing instruments to assist client in establishing realistic expectations.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of realistic expectations regarding fitting of hearing instrument.</li> <li>Knowledge of information to provide client regarding realistic expectations when wearing hearing instrument.</li> <li>Knowledge of adaptation process of new hearing instrument users.</li> </ul>
	<ul style="list-style-type: none"> <li>Instruct client on communication strategies in different listening environments.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of strategies for maximizing communication in different listening environments.</li> </ul>
B. Client Training (10%)	<ul style="list-style-type: none"> <li>Instruct client on the use of hearing instrument controls by physically demonstrating the control functions.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of information to provide client regarding the use of hearing instrument.</li> <li>Knowledge of techniques used to instruct client about manual controls.</li> <li>Knowledge of techniques used to instruct client about features of the hearing instrument.</li> </ul>
	<ul style="list-style-type: none"> <li>Instruct client on the procedures used to insert and remove hearing instrument(s) by physically demonstrating the insertion and removal procedure(s).</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of techniques used to instruct client about the insertion of the hearing instrument.</li> <li>Knowledge of techniques used to instruct client about the removal of the hearing instrument.</li> <li>Knowledge of information to provide client regarding the use of hearing instrument.</li> </ul>
	<ul style="list-style-type: none"> <li>Instruct client on hearing instrument care and maintenance to increase hearing instrument longevity.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used regarding care and maintenance of hearing instrument.</li> <li>Knowledge of information to provide client regarding care and maintenance of hearing instrument.</li> <li>Knowledge of purposes for care and maintenance of hearing instrument.</li> </ul>

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<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
B. Client Training (10%) (CONT.)	<ul style="list-style-type: none"> <li>Instruct client on telephone use with hearing instrument to maximize client’s communication.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of techniques used to instruct client about features of the hearing instrument.</li> <li>Knowledge of information to provide client regarding telephone use and hearing instrument use.</li> </ul>
	<ul style="list-style-type: none"> <li>Instruct client about use, care, and disposal of hearing instrument batteries.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to care for hearing instrument batteries.</li> <li>Knowledge of procedures used to dispose of hearing instrument batteries.</li> <li>Knowledge of information to provide client regarding use of hearing instrument batteries.</li> </ul>
C. Hearing Instrument Adjustment (4%)	<ul style="list-style-type: none"> <li>Set acoustic characteristics of hearing instrument based on client’s needs.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to set acoustic characteristics of hearing instrument.</li> <li>Knowledge of purposes for setting acoustic characteristics of hearing instrument.</li> <li>Knowledge of relationship between adjustable acoustic characteristics of hearing instrument and client perceptions of sound quality.</li> <li>Knowledge of procedures used to program digital hearing instrument.</li> <li>Knowledge of procedures used to adjust hearing instrument during fitting.</li> </ul>
	<ul style="list-style-type: none"> <li>Adjust client’s hearing instrument by changing electroacoustic characteristics (e.g., frequency response, maximum power output) based on client’s fitting needs.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to program digital hearing instrument.</li> <li>Knowledge of client indications that adjustments need to be made to hearing instruments during fitting.</li> <li>Knowledge of procedures used to adjust hearing instrument during fitting.</li> </ul>

VI. Postfitting (11%) – This area assesses the candidate’s ability to identify sources of electronic and acoustic problems associated with common client complaints.

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
A. Assessment of Hearing Instrument (6%)	<ul style="list-style-type: none"> <li>Assess client’s complaint(s) about hearing instrument to determine whether there is a hearing instrument malfunction.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of techniques used to differentiate changes in client’s hearing needs from mechanically-caused malfunction of hearing instrument.</li> <li>Knowledge of techniques used to eliminate acoustic feedback.</li> </ul>
	<ul style="list-style-type: none"> <li>Identify physical fit modifications (e.g., buffing helix, shortening canal) to be performed on hearing instrument based on client’s complaints.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of methods used to determine whether modifications (e.g., buffing helix, shortening canal) need to be made to hearing instrument.</li> <li>Knowledge of types of modifications (e.g., buffing helix, shortening canal) that need to be made to hearing instrument based on client’s complaint during postfitting.</li> <li>Knowledge of techniques used to eliminate acoustic feedback.</li> </ul>
	<ul style="list-style-type: none"> <li>Assess performance of hearing instrument to determine whether adjustments need to be made to hearing instrument.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of methods used to assess performance of hearing instrument.</li> <li>Knowledge of procedures used to assess causes of hearing instrument malfunction.</li> <li>Knowledge of methods used to determine whether adjustments (e.g., frequency response, maximum power output) need to be made to hearing instrument.</li> <li>Knowledge of techniques used to eliminate acoustic feedback.</li> <li>Knowledge of types of postfitting measurement procedures.</li> </ul>
B. Dispenser Maintenance of Hearing Instrument (5%)	<ul style="list-style-type: none"> <li>Repair hearing instrument based on hearing instrument malfunction.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to repair hearing instrument based on malfunction.</li> <li>Knowledge of implements used to repair hearing instrument.</li> </ul>
	<ul style="list-style-type: none"> <li>Adjust hearing instrument based on hearing instrument malfunction.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of techniques used to differentiate external and internal feedback.</li> <li>Knowledge of techniques used to eliminate acoustic feedback.</li> <li>Knowledge of types of adjustments that need to be made to hearing instrument based on hearing instrument malfunction.</li> </ul>
	<ul style="list-style-type: none"> <li>Replace hearing instrument if determined that hearing instrument malfunction cannot be repaired or adjusted.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of indicators of internal malfunction that indicate a need to return hearing instrument to manufacturer.</li> <li>Knowledge of procedures used to replace hearing instrument based on malfunction.</li> </ul>